Coffs Harbour Health Campus RETRIEVAL PROCESS

ADULT TRAUMA / CRITICAL CARE: URGENT

Contact Hunter Retrieval Service 1800 463 777

- Give brief patient details & a direct phone number to enable the retrieval service to re-contact referring Doctor.
- Hunter Retrieval Service MUST then initiate a conference call between
  1. Trauma Surgeon 0428 115497 (if required)
  2. Retrieval Consultant
  3. Relevant speciality service eg neurosurgery.
  4. Referring Doctor

  Trauma patients are being transferred to a service not a bed.

  If the Hunter Retrieval Service is unable to transport they will contact AMRS 1800 650 004

Escalation steps; Registrar, Trauma Fellow, Consultant.

TRANSFERS NOT REQUIRING RETRIEVAL

Call HNE Patient Flow Unit (PFU):
PFU will initiate a 3 way conference call between referring & accepting team & PFU to facilitate advice/clinical handover
Decision made regarding both management plan and medically agreed time to transfer.

PFU operating hours: Mon-Fri 0630-2200hrs Sat- Sun (& Pub hols) 0800-1600hrs Ph: 1800 892 700
After PFU hours call relevant specialty and notify ED via switchboard Ph: 49213000

SPECIALTY ADVICE REQUIRED ONLY: contact specialty direct
If decision is to transfer: contact PFU (details above)

NON URGENT FIXED WING TRANSPORT BOOKINGS:
See separate flow sheet
Business hours Mon-Fri 08:00 to 17:00- Fax Inpatient Transport booking form to Health Transport Unit on 55242567
Out of Business hours: High Acuity-contact Air Ambulance 1300 365 333 Low acuity-SkyMed Aero 1300759633

EARLY NOTIFICATION = EARLY ASSISTANCE. In emergencies notification can occur prior to full patient assessment and investigation